



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 8

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 632858

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0225

Vendor ID: VS0000003482

SO Doc ID: PB2000000002

Legal Name: INFORMATION MANAGEMENT & SECURITIES LLC

Published Date: 10/18/19

Alias/DBA:

Close Date: 10/29/19

Total Bid: \$1,031,500.00

Close Time: 13:30

Response Date: 10/14/2019

Status: Closed

Response Time: 13:40

Solicitation Description: Addendum No. 3 IMAGING SYSTEM

Total of Header Attachments: 8

Total of All Attachments: 8



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder : 632858

Solicitation Description : Addendum No. 3 IMAGING SYSTEM

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2019-10-29 13:30:00	SR 0225 ESR10021900000002178	1

VENDOR

VS0000003482

INFORMATION MANAGEMENT & SECURITIES LLC

Solicitation Number: CRFQ 0225 PEI2000000002

Total Bid : \$1,031,500.00

Response Date: 2019-10-14

Response Time: 13:40:04

Comments:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature on File

FEIN #

DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Scanning System Software + Yr 1 Maintenance/Support				\$12,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Scanning System Software + Yr 1 Maintenance/Support

Comments: IMS provided the original Psigen licenses to PEIA so there would not be a need to purchase the licenses but simply maintain the annual maintenance. This will be the same for the initial 5-year term, as well as the three, one-year renewal options.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Image Management Software + Yr 1 Maintenance/Support				\$275,100.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software + Yr 1 Maintenance/Support

Comments: IMS is offering the FileBound document management solution which includes 55 concurrent license seats, workflow, records management, a developer license, mirrored license and Dell Boomi.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Implementation				\$145,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Implementation

Comments: Implementation will include training, conversion from OnBase to FileBound, project build-out, Dell Boomi configuration with MS Dynamics CRM and travel.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Scanning System Software Maintenance - Yr 2				\$12,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Scanning System Software Maintenance - Yr 3				\$12,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Scanning System Software Maintenance - Yr 4				\$13,500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 4

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Scanning System Software Maintenance - Yr 5				\$13,500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 5

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Scanning System Software Maintenance - 1st Optional Renewal				\$15,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 6- First Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Scanning System Software Maintenance - 2nd Optional				\$15,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 7- Second Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Scanning System Software Maintenance -3rd Optional Renewal				\$15,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 8- Third optional renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Image Management Software Maintenance - Yr 2				\$69,450.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Image Management Software Maintenance - Yr 3				\$69,450.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Image Management Software Maintenance - Yr 4				\$72,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 4

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Image Management Software Maintenance - Yr 5				\$72,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 5

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Image Management Software Maintenance - 1st Optional Renewal				\$73,500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 6- First Optional I Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Image Management Software Maintenance - 2nd optional Renwal				\$73,500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Year 7- Second Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Image Management Software Maintenance - 3rd Optional Renewal				\$73,500.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Year 8- Third Optional Renewal

Integrate: Application and Data Integration

Connect applications and data across your hybrid IT environment

With the growing adoption of cloud-based applications, businesses like yours are challenged to support new platform-as-a-service (PaaS) and software-as-a-service (SaaS) initiatives that need to work with existing on-premise systems.

Dell Boomi, the industry's leading integration platform as a service (iPaaS) provides a cloud-native, high productivity integration solution that easily and cost effectively supports all your application and data integration needs, across your hybrid IT landscape.

Key Benefits

Integrate all your applications and data source

Need to integrate multiple SaaS applications or SaaS to on-premise systems? Or even applications hosted on different public or private clouds? With Boomi, you can seamlessly integrate any number and combination of on-premise and cloud-based applications.

Support diverse integration patterns

The Boomi platform has been architected to support all key integration and communication patterns, including application-to-application, pub-sub, real-time and event-driven web services, streaming, batch, ETL integrations and more. Users can leverage built-in tools to optimize for their use case, such as parallel processing for large workloads, Atom Workers for real-time processing, Atom Queue for asynchronous process execution, and Boomi Flow for workflow orchestration.

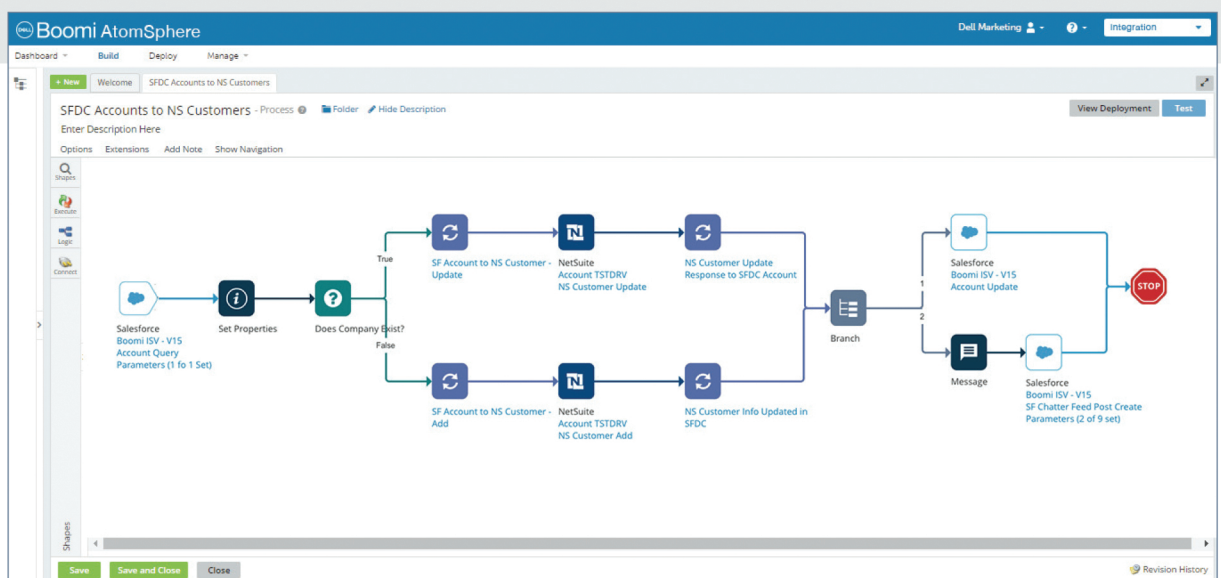
Unprecedented ease-of-use

Boomi's intuitive UI provides drag-and-drop mapping tools, pre-built integration processes, re-usable components, along with a vast library of connectors, enable you to easily build simple to sophisticated integrations – no coding required.

Faster time-to-value

Boomi leverages best practices across its entire user base to provide crowdsourced intelligence features that significantly speed up data mapping and error resolution. Centralized management and monitoring tools further increase efficiency and simplify reporting and audit trails.

Boomi's visual user interface makes it easy to build integration processes.



Key Features

Boomi offers a rich set of capabilities to speed integrations and simplify management.



Robust Connector Library

Boomi provides a vast and growing library of application specific and technology connectors to support cloud applications and infrastructure, as well as on-premise software.



Pre-built Integration Processes

Process Libraries provide all users with pre-built starter processes for common applications and use cases. Users can deploy the processes as is, or modify it to suit their specific requirements.



Integration Packs

Support your distributed business groups and users – you can standardize the underlying integration logic and give end users the flexibility to change specific configuration settings.



Simplified Data Mapping

Boomi Suggest uses the millions of indexed mappings to automatically recommend dataflows for new integrations based on the successful configurations that have been built by other users.



Automated Trouble Shooting

Resolutions to the most common errors are presented within the UI, based on crowdsourced contributions from both the Boomi support team and the user community.



Managed Regression Testing

Submit your integrations to the Boomi platform – Boomi will regression test it against every future release, ensuring that platform updates will not break your integration processes.



Automatic Updates

The Boomi platform and all Boomi Atoms are automatically upgraded to the latest version ensuring that you always have access to the latest features and functionality.

“Every time a new enterprise-related integration process was needed, Dell Boomi has proven it could scale to meet the demand while maintaining the security our business requires.”

Long Lam
Director, Enterprise Architecture, DocuSign



(800) 803-3685

IMSTEchnologygroup.com

FileBound Integration Packs Powered by Dell Boomi

Enterprise Integration Capabilities

FileBound has partnered with Dell Boomi to provide our partners and customers with enterprise level integration capabilities. This partnership enables integration with other line of business (LOB) systems to push and pull data and images to and from FileBound.

About Dell Boomi Integrations

Dell Boomi, a leader on the Gartner Magic Quadrant for Integration Platform as a Service (iPaaS), is an on-demand, multi-tenant cloud integration platform enables the design of cloud-based integration processes that connect and pass data between cloud and on-premises applications for businesses of all sizes.

Integrations packs are built on the Boomi platform using one of their 300+ LOB application connectors; more specifically, an integration pack is the combination and data mapping of two or more connectors. The integration pack is developed on the Boomi platform and then published to the customer's Boomi Atom, which is used to run scheduled or manual data transfers between the various systems.

The data transfer, because it is wholly controlled by the Boomi Atom - which either sits in the customer's environment or in the FileBound Cloud (depending on your integration) - is completely secure. No customer data is passed through the Boomi platform or servers; it is all retained within the customer's environment.

Below is an example of how data between a SaaS-to-SaaS integration would flow. In this example, the information can start in either FileBound or SalesForce and can be passed through the Boomi Atom to update the opposite system. While the Atom is in constant contact with the Boomi platform to pull down any updates to the integration pack, it does not pass any system data to the Boomi Platform.

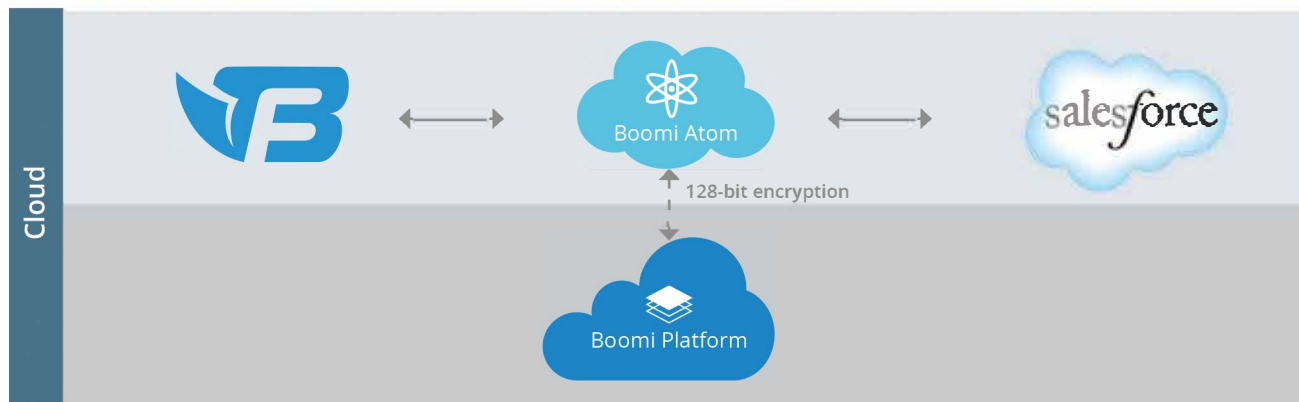


Fig 1. Shows the SaaS-to-SaaS data flow using a Boomi integration pack. Please note that the above logos are for illustration purposes only and may not necessarily reflect the integration packs FileBound currently offers.

In addition to SaaS-to-SaaS integrations, Boomi also supports SaaS-to-On-premise and On-premise-to-On-premise integrations. As with the SaaS-to-SaaS integrations, all data flows through the Atom and is likewise kept on the secure network. The above illustration shows how the data from various applications flow to and through the Boomi Atom, while the Atom keeps a separate tether to the Boomi platform, watchful for any updates to its integration pack.

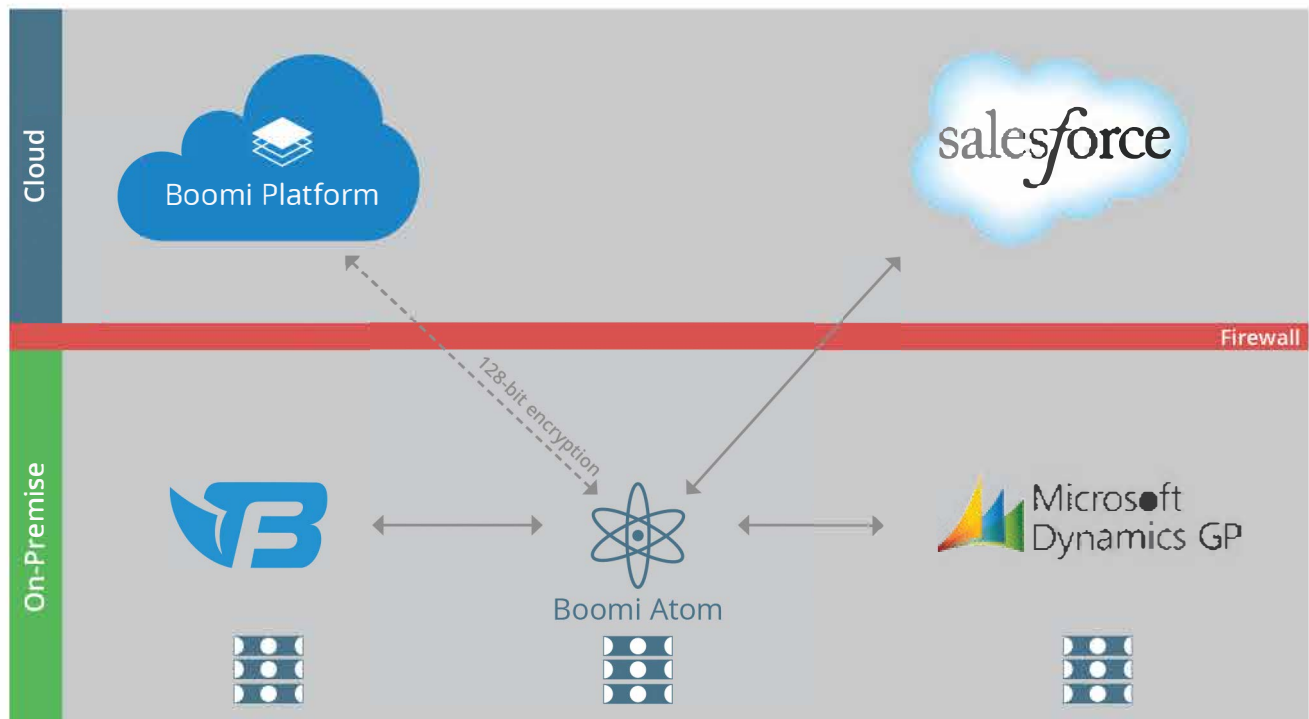


Fig 2. shows the SaaS-to-On-premise and On-premise-to-On-premise data flow using a Boomi integration pack. Please note that the above logos are for illustration purposes only and may not necessarily reflect the integration packs FileBound currently offers.

Available Integration Packs through FileBound

For our initial release, FileBound has created an integration pack for Microsoft Dynamics GP. While we are also finalizing an integration pack for Intuit QuickBooks, it is still in a beta release state and will be available for general release.

In addition to these, our product team is engaged to discuss additional integration packs as they become necessary.

As we build and release these integrations through Boomi, we will be sunsetting support for the integrations provided through FileBound's Integration Platform. However, the CSV, SQL and ODBC connectors will still be supported through the Integration Platform until moved into the FileBound product at a date yet to be determined.

Our Services team will be reaching out to those of you who have customers currently using Integration Platform for Microsoft Dynamics GP and QuickBooks. They will work with you to build migration plans for these customers so that they can take full advantage of the comprehensive integration tools that Boomi provides us.

Questions and Answers

What's the difference between a connector, an Atom and an integration pack?

Each application has a connector that exposes the available data points of that application. The combination and mapping of two or more connectors is called an integration pack. The customer's specific integration pack, complete with the customized mapping that fits their business process, is published to the customer's Atom. It's this Atom that controls the flow of data between the systems, guided by the mapping and rules built into the integration.



Is image enablement a feature that Boomi offers in their integrations?

No. While Boomi can be used to pass documents and images, it cannot be used as an image enablement tool. However, image enabling tools can be paired with your Boomi implementation and are available via a variety of third-party vendors. RachetSoft, introduced at our 2016 Automate Conference, is one such vendor. We encourage you to research various image enablement vendors in order to find one that fits your needs.

Please note that the support of third-party applications and any issues that arise from these tools will reside with you and your third-party vendor.

My customer needs an integration. What are my next steps?

Your first step will be to complete our Services Request Form to outline the integration your customer is looking for. If their integration is one we already support, we will use the information you've submitted to create an SOW for you and your customer's needs.

If the requested integration is not on our list of supported integration packs, there may still be a solution we can provide you using our other integration tools. Once we review your request, someone from our Professional Services team will reach out to you with possible integration options.

If we are unable to service your integration request, we will put you in touch with a Boomi representative who can offer further integration support and answer any questions you might have to help determine your next steps.

What is needed from the customer to begin the integration work?

After a short discovery process to confirm the needs of your customer, our Services team will begin to build the integration by installing the Boomi Atom in the customer's environment (for SaaS-to-On-premise or On-premise-to-On-premise integrations) or in FileBound's Cloud environment (for SaaS-to-SaaS integrations). In order to begin development on the integration, your customer will need to have test sites available for the applications they want to integrate. **This a Boomi requirement.**

Items that are required of your customer include:

- Have each system configured correctly and knowledge of the data they are wanting to push and pull from the FileBound system and LOB application.
- Provide a test environment for this LOB application.
- Provide login information for the FileBound services team to use for testing.
- Provide the server (for on-premise to Cloud or Cloud to on-premise integrations) to install the Boomi Atom.

After the integration Upon testing and customer signoff, the integration pack will be deployed to the production environment.

What if my customer needs an integration pack that FileBound does not offer?

If we choose not to build the integration your customer needs, you still have options. The great thing about FileBound's partnership with Boomi is although we may not offer the specific integration pack you're looking for, we have access to Boomi's entire marketplace of various application connectors. At this point, you have 2 options:

- **Option 1: Let Boomi build your customer's integration.**

Through our partnership, FileBound has access to Boomi and Boomi's network of providers who will be able to provide your customer with the integrated solution they're seeking. Once FileBound makes the necessary introductions to Boomi, they will take you through their discovery and implementation process, as well as provide their implementation fees.

- **Option 2: You choose to build your own integrations.**

If you'd like to have more control to build and implement your own integrations, you can become a Boomi Systems Integrator (SI). To become an SI, Boomi charges a \$2,500 annual fee and requires a three-day online class to train your development



resource. Once certified, you can purchase application connectors from Boomi and build your own integration packs for your customers.

Regardless of which option you choose, your first step will be to complete our services request form so we can gather the necessary information about your project and work with you to decide which option would fit you best.

Can I do the integrations myself?

Boomi only allows certified SIs to perform integrations. If partners would like to build and service their own integrations, they can become a Boomi SI and have the freedom to take on the integrations that make sense to their specific market.

To become an SI, Boomi charges a \$2,500 annual fee and requires a three-day online class to train your development resource. Once certified, you have the freedom to buy connectors from Boomi in order to build your own integration packs for your customers.

How do I support my customers going forward if I am not performing the configuration and implementation?

The FileBound support team will support all issues related to both FileBound and the integration packs we provide. Our team is versed on these solutions and their configurations and will first investigate if proper connectivity exists between the systems and validate the function of the integration itself. If necessary, we will use the customer's test environments to further troubleshoot and diagnose the issues, engaging Boomi technical support if necessary.

Please note, however, that the FileBound Support team is not responsible for troubleshooting or diagnosing the issues or mis-configurations that may reside in the connected system itself (i.e. Microsoft Dynamics GP).

What if I'm not a Boomi SI and FileBound isn't offering the integration pack my customer needs?

Since you need to be a Boomi SI to build an integration pack outside of FileBound's current offerings, we will refer you to a Boomi representative who will help you get connected to begin the certification process. In the meantime, or if you do not wish to become a Boomi SI, Boomi will build the integration for your customer and host them in a Boomi account. In such cases, Boomi will take you through their discovery and implementation process, as well as provide their implementation fees.

What does it mean to become a Boomi SI?

Boomi SIs purchase the application connectors for the requested integrations from Boomi and build the mapping between those connectors to create an integration pack that allows customer data to be passed back and forth. SIs generate revenue by building integration packs that they can then sell over and over to customers with similar integration needs.

If I become an Boomi SI, what is the cost to purchase the various application connectors?

In short, the price tag on Boomi connectors have a pretty wide range. If you're trying to decide whether or not to become an SI and cost is a factor, your Partner Account Manager can put you in touch with a Boomi representative who can provide pricing specifics on your integration needs.

What if FileBound doesn't offer my integration and Boomi is priced out of my market?

There are several integration providers who offer services for mid-market customers. Flow Software, introduced at our 2016 Automate Conference, is one such provider. If the services that FileBound and Boomi provide exceed the likely investment your market is willing to spend, we encourage you to research and reach out to a mid-market integrator of your choice to assist you with your integration needs. However, please note that the support of that integration, and any issues that arise from it, will reside with you and your integration partner.

Keep in mind that although FileBound is offering Boomi as an integration platform, we have other integration tools available to us that may assist in providing you a full solution. Complete our Services Request Form by outlining your customer's integration needs and, once we review your request, someone from our Professional Services team will reach out to you with possible integration options.



Document & Workflow Automation

Create Electronic Forms in Minutes

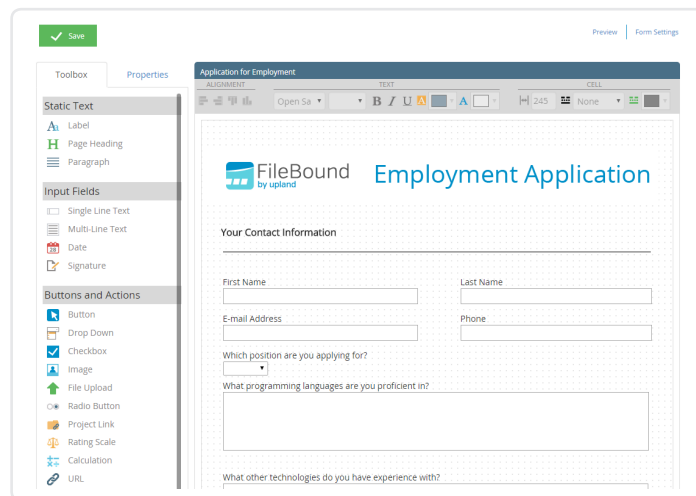
Upland's FileBound document and workflow automation software helps organizations focus on the work that really matters by eliminating manual paper-based processes. Many organizations that use FileBound find that electronic forms empower them to eliminate even more paper and expand the value of their FileBound systems to new processes.

Using drag-and-drop design tools, business users can quickly create the forms they need and share them with internal users or with the world. Users have the convenience of quickly filling out an online form and uploading supporting documents. Once the form is completed, it can be imported into FileBound immediately to trigger workflow processes faster and without the need to scan documents.

The possibilities for using FileBound E-forms are practically endless. Customers have designed forms for everything from allowing employees to request time off to enabling college students to drop or add classes to gathering online applications from potential employees. E-forms help these organizations:

- **Capture requests and automatically route them to the right person or automated process, reducing time spent handling paper forms or tracking down emails**
- **Gather information of virtually any kind with less impact on staff by allowing the user to complete the form and add any additional information, such as documents associated to an application, insurance verification or receipts**
- **Replace paper forms (even forms that require signatures) that can become outdated, waste resources and take longer to process than electronic requests**
- **Provide virtually anyone with the ability to submit forms and documentation anytime, anywhere using any device they choose**

Upland's FileBound delivers document and workflow automation applications that improve the operation of any organization by connecting users with the information they need to work more efficiently and effectively.



Using standard templates and drag-and-drop design tools, non-technical FileBound users can quickly create and publish forms.

Benefits of FileBound E-forms

- Improves service to internal and external customers by reducing the time it takes to route and act on requests
- Allows business owners to quickly create or modify forms to meet business needs
- Saves time spent handling paper forms or trying to manually track requests via email
- Eliminates the risk that a form will be misplaced or overlooked

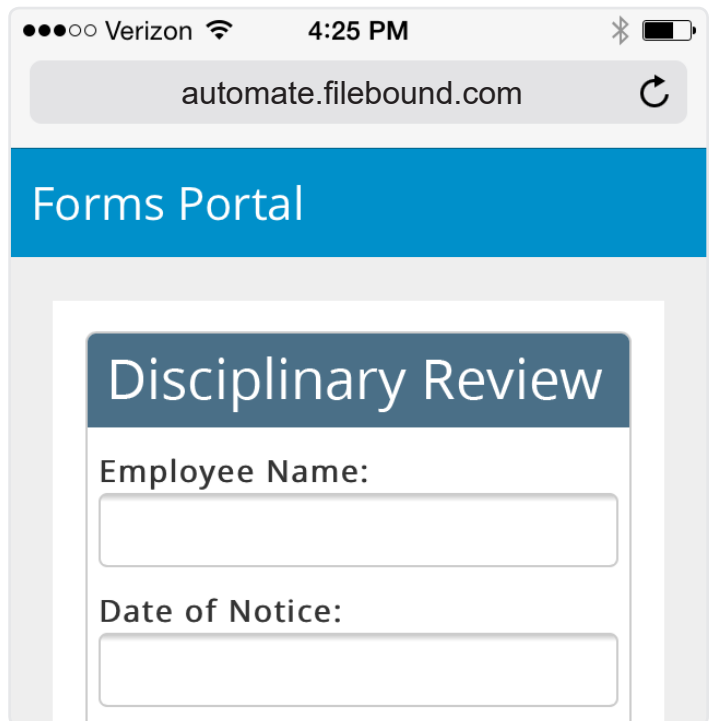
Features

- Capture signatures using a mouse or other signature capture device
- Supports creation of complex HTML forms for advanced designers
- Included in the standard FileBound Enterprise Edition with no usage limits
- Routes forms and/or attachments via workflow
- Includes basic templates that can be re-used or modified and allows designers to create their own templates to enforce internal branding standards
- Limit access to forms using FileBound passwords or usage codes
- Choose between standard forms and adaptable forms that optimize viewing on mobile devices

When used in conjunction with FileBound Workflow (also included in the FileBound Enterprise Edition), E-forms can drive game-changing productivity.

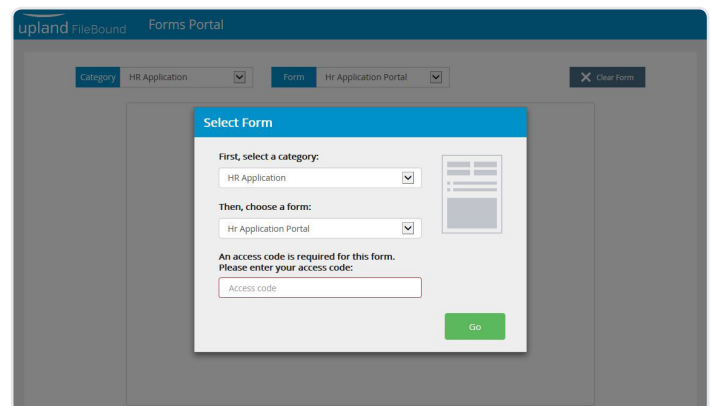
Mobile Forms

FileBound's E-form Designer includes options for creating forms that adapt to mobile devices of all kinds.



Controlled Access

Access codes can be used to limit access to certain forms so that they are only completed by authorized users.



About Upland Software

Upland Software (Nasdaq: UPLD) is a leading provider of cloud-based Enterprise Work Management software. Our family of applications enables users to manage their projects, professional workforce and IT investments, automate document-intensive business processes and effectively engage with their customers, prospects and community via the web and mobile technologies. With more than 1,600 customers and over 225,000 users around the world, Upland Software solutions help customers run their operations smoothly, adapt to change quickly, and achieve better results every day. Learn more at uplandsoftware.com.

Document & Workflow Automation

Improve Efficiency Through End-to-end Content and Process Automation

Upland's FileBound delivers document and workflow automation applications that improve the operation of any organization by connecting users with the information they need to work more efficiently and effectively.

With FileBound, customers can build automated workflow processes and centrally manage documents to improve compliance, collaboration and access to information. FileBound applications can be deployed locally or as a cloud-based service and have been implemented by organizations of all sizes around the world.

Benefits

Unlike legacy products, FileBound's simplified, flexible approach to usability, configurability and licensing delivers fast, game-changing results:

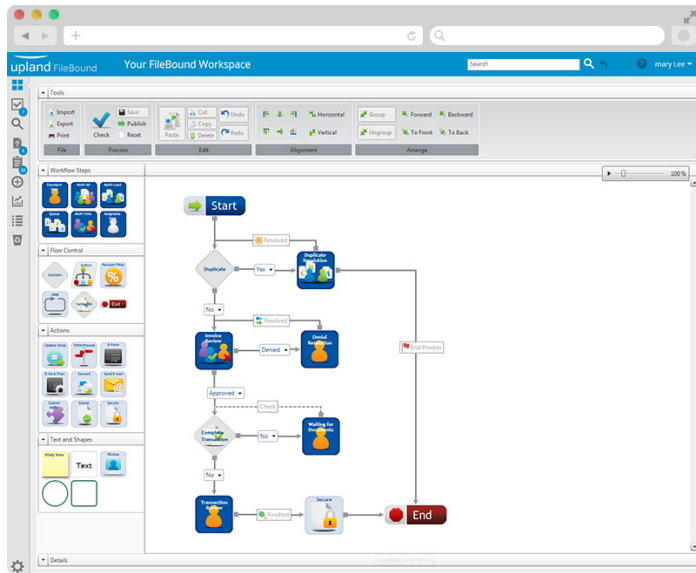
- **Easy-to-use configuration tools** give you greater control and agility by reducing reliance on IT when responding to changing business needs
- **Device-agnostic mobile solutions** seamlessly support BYOD policies and remote users at no additional cost
- **Predictive Analytics tools** provide meaningful, timely and actionable insights into all workflow processes to harness the full value of the data to make better business decisions
- **Contemporary interface design** makes it easy to adapt to automation technology and controls what you see when logging on, making it easier to complete work
- **Easy-to-understand, all-in-one licensing options** meet the needs of businesses of all kinds
- **Strong integration capabilities** allow you to build end-to-end automation solutions that maximize productivity by eliminating "data silos"

"FileBound's workflow and document management solutions empowered us to be able to unburden our staff regarding those manual, time consuming duties that filled their days. Now, our employees can spend more time on tasks that matter most for the community we serve. After all, we're here to help people — not to focus on paperwork."

— Germaine Gross, Vice President of Finance & Administrative Services, Volunteers of America Greater New Orleans

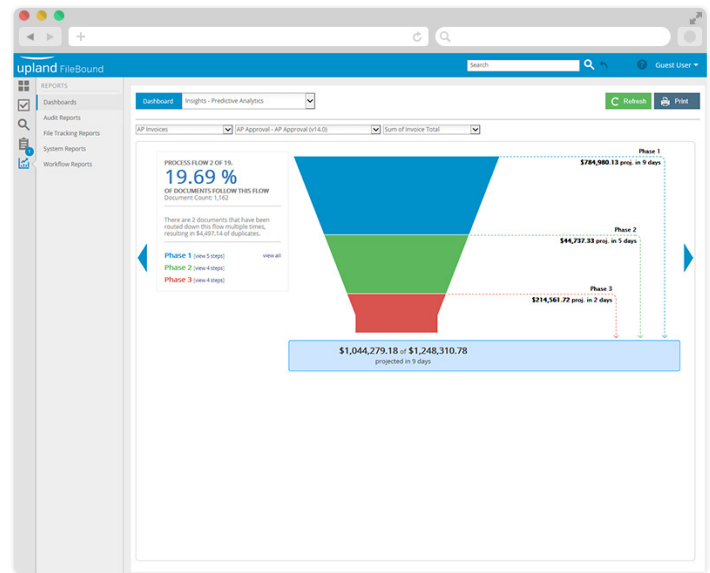
Workflow Automation

Automated workflow functionality allows your organization to reengineer and streamline work processes.



Decision-Making Intelligence

Turn workflow data into decision-making intelligence with analytics that deliver meaningful, timely, actionable business insights into all work processes.



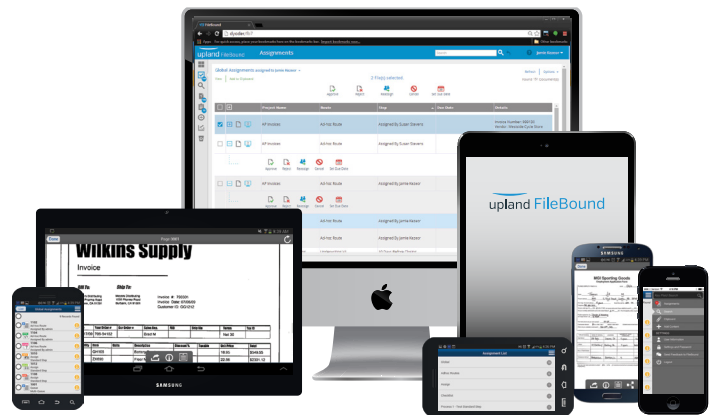
Drag & Drop Electronic Form Creation

In just minutes, create forms with drag and drop ease to collect data from anyone, anywhere.

The screenshot shows the 'Form Designer' interface. On the left is a 'Toolbox' with categories like 'Static Text', 'Input Fields', 'Buttons and Actions', and 'Layout'. The main area displays a form titled 'Application for Employment' with fields for 'Contact' (First Name, Last Name, Address, City, State, Zip code, E-Mail, Date of Birth) and 'Education' (High School, College, Major, Did You Graduate?). The form is designed with a clean, professional layout.

Mobile Support

Support BYOD with a superior user experience, however and wherever you want to access FileBound.



See how FileBound delivers game-changing results across the enterprise. Visit IMS Technology Group at IMSTEchnologygroup.com, or call 800-803-3685.



Document & Workflow Automation: Records Management

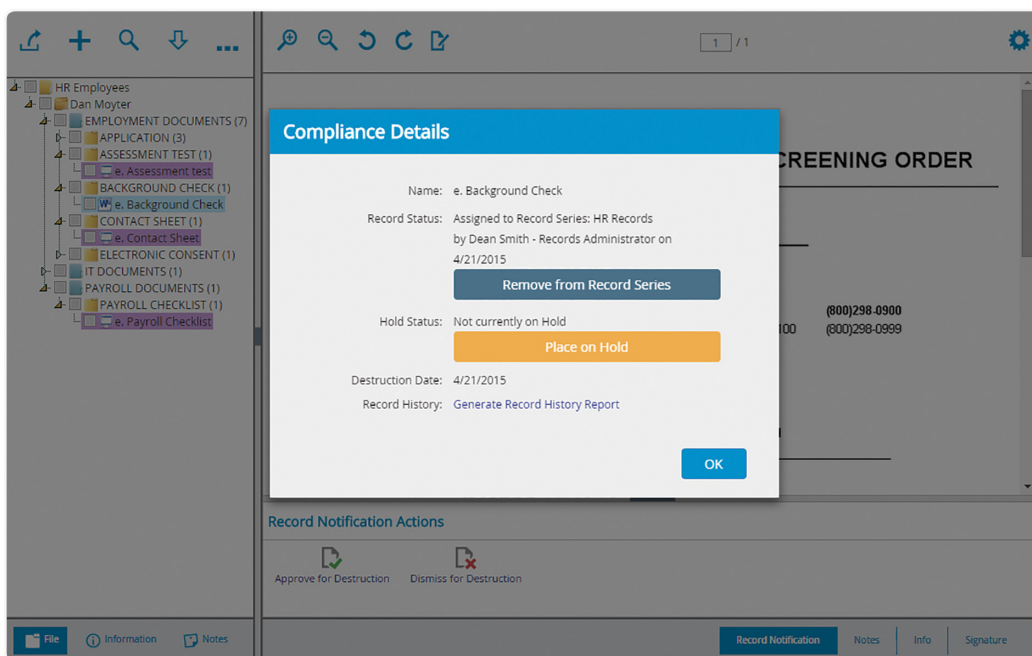
Compliance without Complexity

Documents serve countless functions within an organization, from driving the application and onboarding process of new employees, to confirming business agreements as binding contracts. Some documents also serve as records or evidence to support compliance, accountability, or legal claims. FileBound offers organizations the ability to manage the retention and disposition of records as well as impose legal holds from within the intuitive FileBound interface.

Using FileBound Records Management, organizations can identify which documents need to be managed as records and create specific retention schedules and rules to accommodate practically any requirement. User roles can range from full records administrator to no access at all, with many variations in between.

FileBound Records Management complements the document and workflow automation capabilities of FileBound with the ability to:

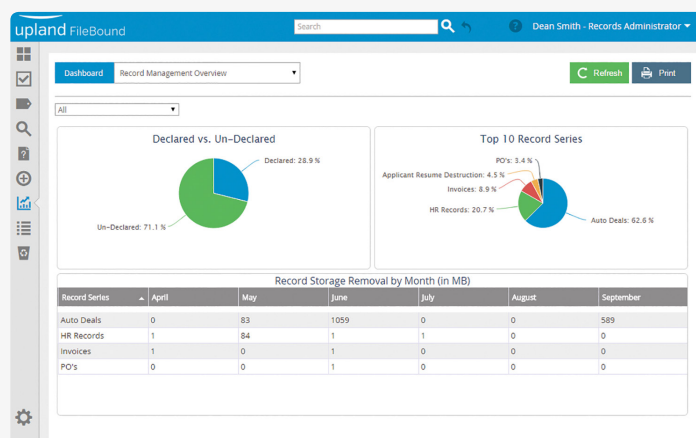
- **Ensure** that all declared records are retained according to internal and/or external requirements and provide proof that appropriate policies and procedures were followed
- **Oversee** the consistent and timely destruction of records that have reached the end of their lifecycles to avoid potential liability
- **Guarantee** that documents needed for potential litigation cannot be destroyed and are available to investigators
- **Provide** a full audit trail and reporting on all declared records and associated actions to prove their validity and integrity to demonstrate compliance and disprove spoliation in legal actions



FileBound Records Management enables organizations to secure and report on records that are needed to demonstrate compliance or respond to potential legal action. Within the easy-to-use FileBound interface, users with appropriate rights can easily identify records, view compliance details and take actions such as legal holds.

Benefits of FileBound Records Management

- **Improves** the ability to respond fully and reliably to audits, legal action and other requests that require tamper-proof evidence
- **Reduces** the likelihood of human error by automating classification, retention rules and disposition
- **Minimizes** impact on the business by allowing users to manage records in the familiar FileBound interface



Dashboard Views

Dashboard views allow records managers to see key measures and activities at a glance, including an overview of the system or information about the content being stored in FileBound.

The interface shows a table of records for disposition with columns for Project, Record Series, Name, and Destruction Date. Records are listed with checkboxes for approval or dismissal.

Project	Record Series	Name	Destruction Date
AP Invoice	Invoices	Page 0002	4/9/2015
AP Invoice	Invoices	Page 0002	4/9/2015
AP Invoice	Invoices	Page 0002	4/9/2015
AP Invoice	Invoices	Page 0002	4/9/2015
AP Invoice	Invoices	Page 0003	4/9/2015
AP Invoice	Invoices	Page 0004	6/9/2015
AP Invoice	Invoices	Page 0001	4/15/2015
HR Employees	HR Records	e. Application	4/21/2015
HR Employees	HR Records	e. Application Screening Form	4/21/2015
HR Employees	HR Records	e. Assessment test	4/21/2015
HR Employees	HR Records	e. Background Check	4/21/2015
HR Employees	HR Records	e. Contact Sheet	4/21/2015
HR Employees	HR Records	e. EEOC	4/21/2015
HR Employees	HR Records	e. Electronic Consent	4/21/2015
HR Employees	HR Records	e. IT Checklist	4/21/2015
HR Employees	HR Records	e. Payroll Checklist	4/21/2015

Flexible Configuration Options

FileBound offers flexible configuration options to meet the needs and preferences of organizations implementing records management initiatives. For instance, when records are ready for final disposition, they can be automatically destroyed or sent to a reviewer for approval.

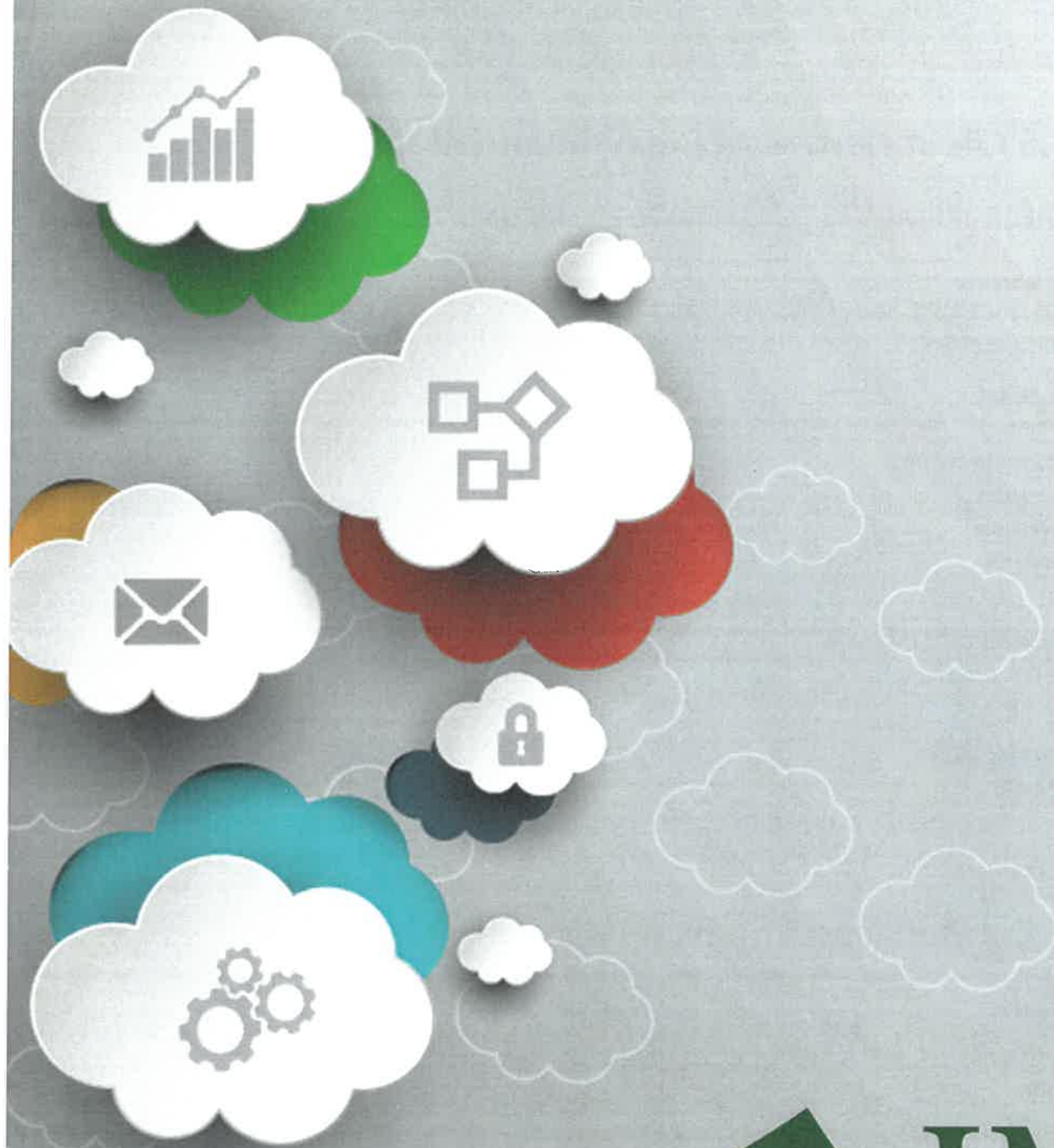
Features

- **Delivers** reports on legal holds, record destruction, record declaration and disposition approval as well as standard FileBound reports that track actions involving records
- **Presents** system-wide information about content, users, projects and activities in a convenient dashboard view
- **Leverages** FileBound's robust workflow capabilities to declare records and send notifications of record destruction
- **Offers** the flexibility to meet specific business needs and procedures by allowing organizations to choose whether processes like record declaration and final disposition should be manual or automated and whether to use standard or user-defined classification rules

FileBound Records Management can extend the functionality of any edition of FileBound for an end-to-end solution bringing together people, processes and information with a centralized, forward thinking solution.

About Upland Software

Upland Software (Nasdaq: UPLD) is an enterprise cloud software company that provides award-winning solutions in Project and IT Management, Workflow Automation and Digital Engagement. Our goal is 100% customer success, achieved through a unified operating platform that delivers the performance, scalability and support that over 2,500 Upland customers worldwide demand every day.



FileBound 7.5

Client and Server Hardware Requirements

upland FileBound

FileBound 7.5 Client Hardware Recommendations

MINIMUM PC REQUIREMENTS TO OPERATE FILEBOUND 7.5

Supported Operating Systems:

- Windows 8.1 (32 bit and 64 bit) - End of Life: Jan 10, 2023
- Windows 10 (32 bit and 64 bit)

Supported Internet Browsers:

- Internet Explorer 11.x.
- Microsoft Edge (current version)
- FireFox (current version)
- Chrome (current version)
- Safari (current version)+

Processor:

- Minimum Requirement: 2 Ghz dual core
- Recommended: 3 Ghz quad core

RAM:

- Minimum Requirement: 8 GB
- Recommended: 16 GB

Other Requirements:

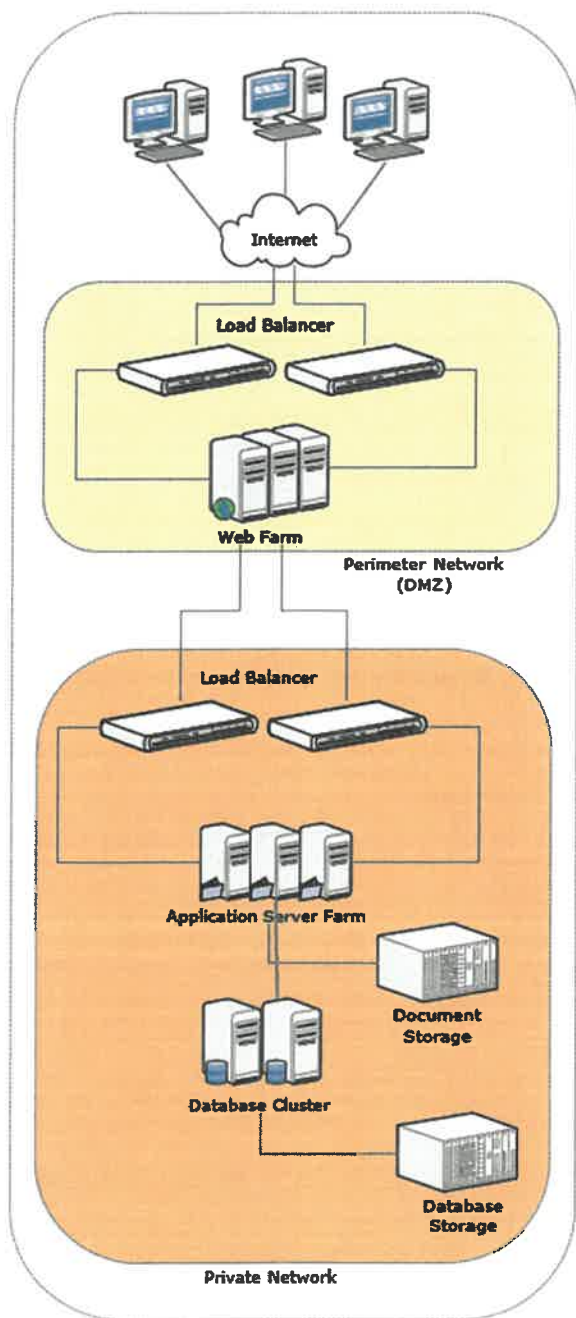
- Microsoft .NET Framework 4.5.2

MINIMUM MOBILE REQUIREMENTS FOR FILEBOUND

Mobile Operating System	FileBound Compatibility
Phone Browsers IOS – OS Version 10+ Android – OS Version 5	Version 7.4 and greater

FileBound 7.5 Server Recommendations

The FileBound application is developed for implementations of all sizes, from small implementations that operate on a single server to large enterprise implementations on multi-server, multi-tier farms. The FileBound application supports scalable infrastructures that utilize industry standard practices and paradigms for horizontal, vertical and diagonal (combination of vertical and horizontal) scaling. Such standard practices include load-balancing, clustering and N-tier architecture.



ENTERPRISE INSTALLATION

An enterprise installation consists of a load-balanced web farm (one or many physical servers and one or many virtual web servers), a load-balanced application server farm (one or many physical servers and one or many virtual web servers), a clustered database server, direct attached or network attached document storage and direct attached or network attached database storage.

A highly-available enterprise installation would utilize fault-tolerant architecture, such as active-passive load-balancing, web and application pools and clustered database and storage servers.

Load Balancer

Redundant industry leading load-balancing equipment such as f5 Networks BigIP local or global traffic manager (LTM or GTM).

Web Servers

Physical web servers virtualized using VMWare ESX technology or Microsoft Hyper-V technology.

Application Servers

Physical web servers virtualized using VMWare ESX or Microsoft Hyper-V technology.

Note: *Application Servers are not required for FileBound installations. They are illustrated for security considerations.*

Database Servers

Clustered physical servers using 64bit server OS and 64bit SQL Server, fiber-channel connected to fast SAN storage.

Document Storage

Physical servers providing low-latency, high IOPs NAS/SAN storage in a RAID 6 configuration.

Database Storage

Physical servers providing low-latency, high IOPs (RAID 10) SAN storage, fiber-channel connected to database servers.

MINIMUM SERVER RECOMMENDATIONS FOR FILEBOUND INSTALLATION

When setting up a FileBound installation there are many variables that must be considered when determining the proper hardware. FileBound is a scalable solution that can grow as the needs grow. This scalability can allow FileBound to fit into solutions of different sizes by merely adjusting the hardware that is used to host FileBound.

For these reasons, there are no set *requirements* for servers that are running FileBound, only server *recommendations*.

FileBound is a web application comprised of Internet Information Services (IIS), SQL Database and File Servers.

Microsoft's requirements for servers running these components will determine the minimum requirements. Below is the information to determine the server recommendations for a FileBound system.

FILEBOUND INSTALLATION LEVELS

Below are installation levels based on the expected usage of FileBound:

SMALL - Installations

S1 - Less than 1 Million documents and/or 5 concurrent users

S2 - Less than 5 Million documents and/or 15 concurrent users

MEDIUM - Installations

M1 - Less than 1 Million documents and/or 25 concurrent users

M2 - Less than 5 Million documents and/or 50 concurrent users

M3 - Less than 10 Million documents and/or 100 concurrent users

LARGE - Installations

L1 - Less than 1 Million documents and/or 100 concurrent users

L2 - More than 1 Million documents and/or 200+ concurrent users

L3 - More than 5 Million documents and/or 200+ concurrent users

Note: *If utilizing workflow, double the number of expected concurrent users to accurately estimate the installation level.*

FILEBOUND SERVER CLASSIFICATIONS

Below are Classification levels based on the servers that can be utilized by FileBound:

Class	Recommendation
C1	Dual-Processor Xeon, 64bit, .NET Framework 4.5.2
C2	Dual-Processor, Dual-Core Xeon, 64bit, .NET Framework 4.5.2
C3	Dual Processor, Quad Core Xeon, 64bit, .NET Framework 4.5.2

CONCURRENT USER LICENSED INSTALLATIONS

A single web server and up to 50 concurrent users are allowed with a concurrent license. For more than one web server or more than 50 concurrent users, please contact your FileBound representative.

FILEBOUND SERVER OPERATING SYSTEM RECOMMENDATIONS

it is recommended that all servers run a minimum of the 64bit version of Windows Server® 2008 or later.

Windows Server® 2012 (End of Life: Jan 10, 2023)	Windows Server® 2016
Windows Server 2012 Standard Edition supports up to 4 TB of RAM.*	Windows Server 2016 Standard Edition supports up to 24 TB of RAM.*
Enterprise Edition is not offered with Windows Server 2012.	Enterprise Edition is not offered with Windows Server 2016.
Windows Server 2012 Datacenter Edition supports up to 4 TB of RAM. Using this operating system allows for flexibility with virtualization and scalability.	Windows Server 2016 Datacenter Edition supports up to 24 TB of RAM. Using this operating system allows for flexibility with virtualization and scalability.
<p>* Please reference the table found in the "What Configuration Type Will Be Used?" section to determine specific needs.</p> <p>Note: The FileBound 7 series is only supported on 64bit operating systems.</p>	

Large FileBound installations can utilize more than one web server. The number of concurrent users expected on the FileBound system will determine the number of web servers deployed in the server environment. Under nominal load, a single web server can serve content for about 50 simultaneous user sessions before experiencing significant performance degradation. User sessions include sessions initiated by Importer and Capture utilities. Typical recommended web servers are multi-core machines running 64bit Microsoft 2012/2016 Server and configured with a minimum 16 GB installed RAM for 64bit systems. The use of virtualization substantially increases the number of web servers available per unit of physical hardware.

A load-balancing solution can be implemented to share the load across the servers and create a fault-tolerant, highly available web system. This can be done with DNS, URL redirection or through the use of a hardware appliance. Microsoft offers a free software-based balancer with Windows called Microsoft Network Load Balancing. This software adds additional load on the web servers but is a reliable load balancer. The Microsoft NLB solution is fairly easy to install and configure and can be installed to existing servers. A hardware based load balancer is recommended for increased performance and fault tolerance. FileBound On- Demand utilizes f5 LTMs for a hardware load-balancing solution.

More information regarding load balancing and load-balancing techniques can be found at the following web sites:

<https://docs.microsoft.com/en-us/windows-server/windows-server-versions>

<http://www.f5.com>

Important Note: When operating FileBound in a load-balanced environment, the server affinity must be configured so that a user continues to use the server they first logged into, for the duration of their session. Subsequent sessions can be redirected to another server as desired by the load balancing methodology.

MICROSOFT SQL SERVER® RECOMMENDATIONS

Recommended	Supported SQL Server Version	Minimum Requirements*
SQL Server 2012 64bit Windows Server 2012 16 GB Memory Named instance recommended for FileBound Data files (.mdf) and Log Files (.ldf) stored on separate drives	SQL Server 2012 64bit SQL Server 2014 64bit SQL Server 2016 64bit	SQL Server 2012 64bit SP3 Windows Server 2012 R2 64bit 12 GB Memory <i>* FileBound should be the only database using these resources.</i>

Recommended memory for 64bit systems is 16 GB. Typically, 4 GB is reserved for the operating system, and the remainder for SQL Server. For recommended installs set the minimum memory value to 8 GB for 64bit systems to maximum for server capacity.

Database backups should be performed daily, and index maintenance should be done weekly.

More information regarding SQL Server configuration and best practices can be found at the following web site:

<https://docs.microsoft.com/en-us/sql/sql-server/sql-server-technical-documentation?toc=..%2Ftoc%2Ftoc.json&view=sql-server-2017>

DOCUMENT STORAGE SERVER CONSIDERATIONS

Special consideration should be used when planning storage for large FileBound installations utilizing more than one web server. The document storage path is stored in the FileBound database and therefore is the same path for all web servers. Each web server must have read/write access to this particular document storage location. The storage technology that meets these requirements completely is Network Attached Storage (NAS).

FILEBOUND SWARM HARDWARE RECOMMENDATIONS

Minimum Requirements
<ul style="list-style-type: none"> • 8 GB RAM • 250 GB hard drive • Dual core processor • Docker Desktop for Windows v18.09 • Windows 10 64bit: Pro, Enterprise or Education (1607 Anniversary Update, Build 14393 or later) • Hyper-V Installed • Virtualization is enabled in BIOS. • CPU SLAT-capable feature.

A FileBound Swarm cannot be hosted on the same hardware as the FileBound application or database server.

If additional Automation Event processing is required, you can add additional nodes to the swarm.

WHAT CONFIGURATION TYPE WILL BE USED?

Each Installation Level can have different configuration types. The different types take into consideration the number of servers that will be used to handle the three major components of FileBound: Web Server, Document Storage and SQL Database. For help in determining the components to be used see the matrix below.

Type A - Single Server for FileBound, SQL Database, and Document Storage

Type B - Two Servers, 1 - FileBound/Document Storage, 1 - SQL Database

Type C - Three Servers, 1 - FileBound, 1 - Document Storage, 1 - SQL Database

TYPE	A		B		C	
OS	Enterprise	Standard	Enterprise	Standard	Storage	Enterprise
USE	All	Web/Doc	SQL	Web	Doc Storage	SQL
LEVEL	Server Class: C1	Server Class: C1	Server Class: C1			
S1	RAM: 12 GB HD Space: 100 GB	RAM: 8 GB HD Space: 100 GB	RAM: 8 GB HD Space: 72 GB RAID Configuration			
S2	Server Class: C1 RAM: 16 GB HD Space: 500 GB	Server Class: C1 RAM: 8 GB HD Space: 500 GB	Server Class: C1 RAM: 16 GB HD Space: 146 GB RAID Configuration			
M1	Server Class: C2 RAM: 24 GB HD Space: 500 GB	Server Class: C1 RAM: 12 GB HD Space: 500 GB	Server Class: C2 RAM: 16 GB HD Space: 72 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 36 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 500 GB	Server Class: C2 RAM: 16 GB HD Space: 72 GB RAID Configuration
M2	Server Class: C2 RAM: 32 GB HD Space: 500 GB	Server Class: C1 RAM: 16 GB HD Space: 500 GB	Server Class: C2 RAM: 16 GB HD Space: 146 GB RAID Configuration	Server Class: C1 RAM: 12 GB HD Space: 36 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 500 GB	Server Class: C1 RAM: 16 GB HD Space: 146 GB RAID Configuration
M3		Server Class: C1 RAM: 24 GB HD Space: 500 GB	Server Class: C2 RAM: 16 GB HD Space: 300 GB RAID Configuration	Server Class: C1 RAM: 16 GB HD Space: 36 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 1 TB	Server Class: C1 RAM: 16 GB HD Space: 300 GB RAID Configuration
L1		Server Class: C2 RAM: 24 GB HD Space: 500 GB	Server Class: C2 RAM: 32 GB HD Space: 146 GB RAID Configuration	Server Class: C2 Web-Farm Recommended RAM: 12 GB HD Space: 36 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 500 GB	Server Class: C2 RAM: 32 GB HD Space: 146 GB RAID Configuration
L2				Server Class: C2 Web-Farm Recommended RAM: 16 GB HD Space: 36 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 1 TB	Server Class: C3 RAM: 32 GB HD Space: 146 GB RAID Configuration
L3				Server Class: C2 Web-Farm Recommended RAM: 16 GB HD Space: 36 GB RAID Configuration	Server Class: C1 RAM: 8 GB HD Space: 1 TB +	Server Class: C3 RAM: 64 GB HD Space: 300 GB RAID Configuration

All specifications listed in matrix above are minimum recommendations.

Document & Workflow Automation

Workflow Automation Designed for the Business User

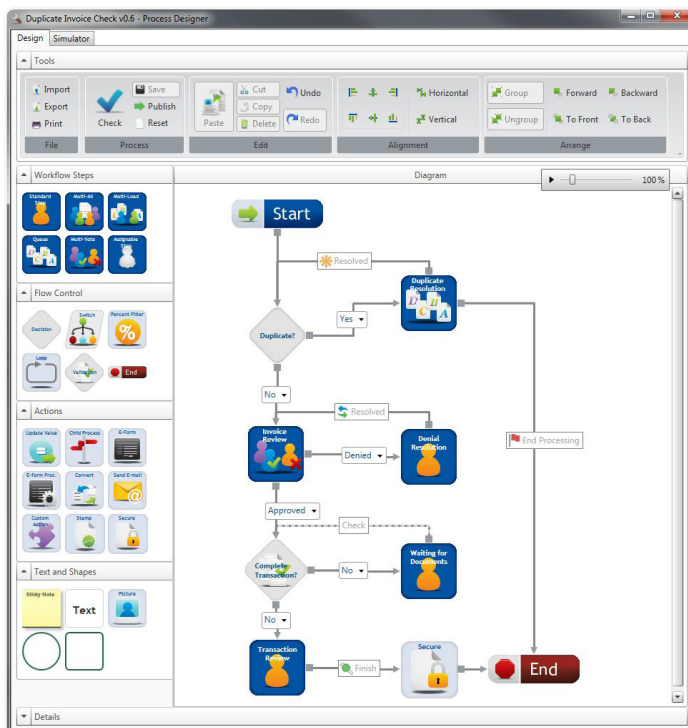
Most knowledge workers spend far too much of their workdays performing mundane, time-consuming manual tasks that lower employee morale and add little value to the business.

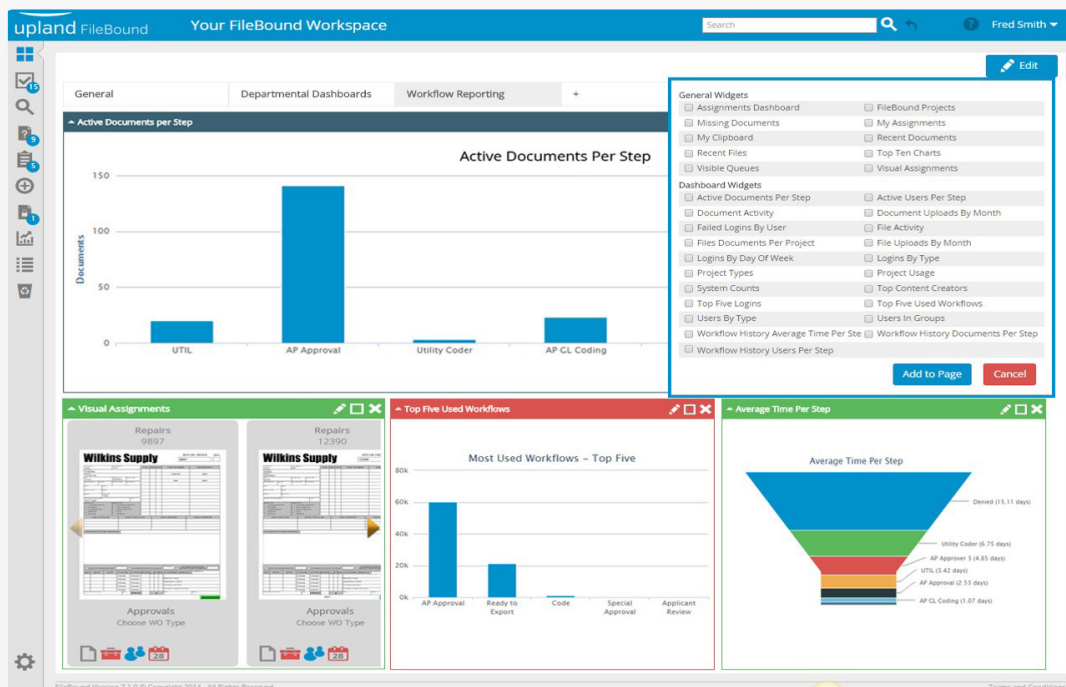
Upland's FileBound manages activities like routing documents, verifying data, or following up on stalled processes while automating business rules, so employee can focus on work that really matters.

Using standard templates and drag-and-drop design tools, non-technical FileBound users can quickly create and publish forms.

Organizations around the world use FileBound Workflow to automate multiple applications do the work they need to do from vendor invoice processing to application review and approval contract management and much more. Eliminating manual, paper-based processes lets these companies:

- **Automate approval processes** by electronically sending documents (e.g., applications, requests or invoices) to everyone who needs to approve them according to business rules (e.g., department, manager or invoice amount)
- **Route documents** to anyone who needs to review, act on or respond to them, regardless of their location, either one-by-one or simultaneously
- **Remove tedious steps in a process**, such as creating checklists, checking for a missing document, validating data or sending reminders to ensure that processes continue to move forward with minimal manual effort
- **Enforce compliance** with business rules and/or regulatory requirements, and provide documentation that all guidelines were followed
- **Enable employees to participate** in business processes, regardless of their location or device, so work gets done faster with less risk of lost documents





FileBound lets users decide what aspects of a workflow process they want to monitor, and then allows them to easily create configurable dashboards without IT resources.

Benefits of FileBound Workflow

- **Empower** every employee to work at peak efficiency to eliminate bottlenecks and hold the line on new hiring
- **Reduce** missed opportunities and customer frustration by completing important processes faster
- **Demonstrate** accountability to executives and regulators with immediate access to individual productivity and process integrity through workflow logs and configurable dashboards
- **Reduce** risk of human error that results in lost, misplaced or stalled documents by eliminating the need to route and track paper-based files or track confusing email threads
- **Avoid** stalled processes and manual tracking/reminders by automatically notifying a manager or co-worker when a task has reached an escalation point

Features

- **Ease-of-use requires less training** than other products and increases agility by enabling business users to make modifications as needs change, reducing reliance on IT
- **Process simulator makes it easy** to test workflow steps and scenarios without leaving the process designer
- **Device-agnostic access** supports BYOD policies and allows users to securely access FileBound whenever and wherever they want
- **Flexible, straightforward licensing** options make it practical and affordable to extend workflow processes to users throughout the enterprise



Our Flagship product—a robust, automated document capture and data extraction application.

It's all about productivity.

For over 20 years, PSIGEN has been perfecting simple imaging technologies to aid companies in bettering their processes and increasing productivity throughout their organizations. What started out as a simple application to help reduce receivables to under 90 days for a clothing manufacturer and improve cashflow, is now an automating powerhouse, allowing any company to enjoy measurable productivity gains.

PSIcapture has become a scalable, lightning fast, rock steady platform to meet all the information gathering needs of an organization. PSIcapture utilizes data collection and extraction options such as email capture, simple document scanning and importing, forms processing, barcodes, Zone OCR, Smart Zone OCR and many more. After automatically extracting important indexing information from documents, PSIcapture can then simultaneously publish the images and the collected data to any number of over 60 different business automation and storage solutions.

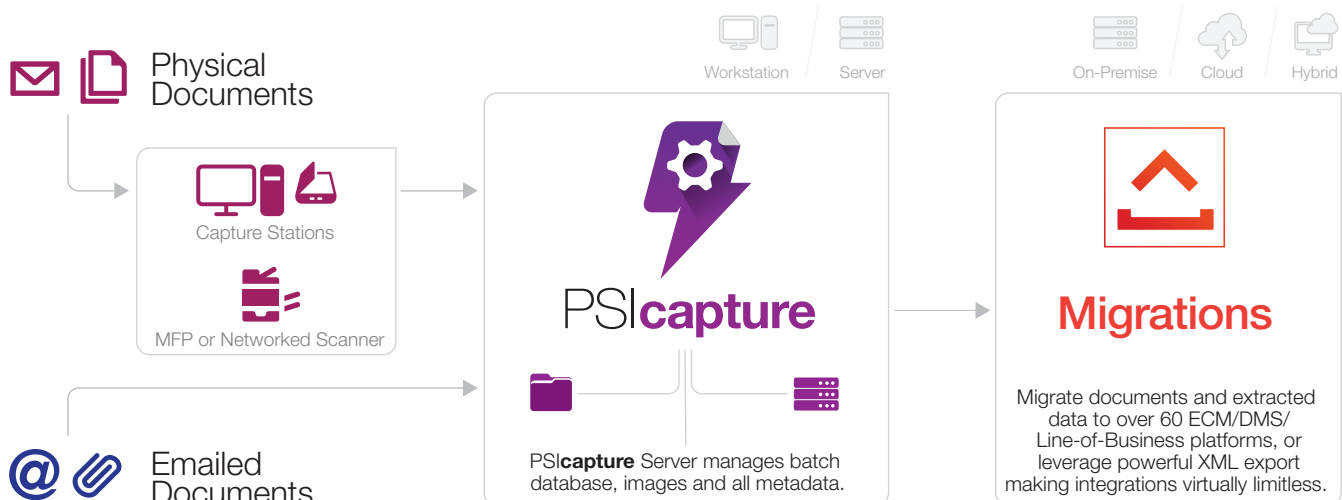
PSIcapture was also designed to be future-proof. Since PSIcapture can flexibly integrate with virtually any scanning device or document management system, a business can change their main storage or scanning systems, and still keep with the workflows established within PSIcapture. End-users will not need to change their daily habits to accommodate a new software solution or hardware vendor—in other words, you can work the way **you** want.

Today, all companies have ongoing internal discussions as how best to use their resources. With manpower coming at a premium and people wanting to contribute more than just keystrokes and mouse clicks, PSIcapture frees a company's people to do more critical and meaningful work, as opposed to tedious data entry. For instance, companies needing simple folder trees with basic file naming conventions can harness PSIcapture's built in functionality and automate the entire process, allowing for greater productivity from their employees.



Epic Time Saving.

PSIcapture saves your one non-renewable asset: man-hours.



PSI**capture** Selected Features

For a full list, visit www.psigen.com

To companies needing more complex workflows, PSIcapture offers a number of features to enhance and accelerate important business data processing. These powerhouse features include:

High-Performance Multi-Core OCR



Wow! That's a mouthful. Optical Character Recognition (OCR) allows a computer to read and recognize printed text at blinding speeds. This information is then employed to aid in converting images into PDF's, extracting indexing information automatically, and recognizing what type of document it is looking at. With our High-Performance OCR, you can pump up the volume and use up to 16 cores for OCR capability. What this means is, for high volume users under extreme deadlines, organizations can realize text reading boosts up to 12X normal when OCR is utilized in a workflow. Put simply, it could read and recognize the entire text of War and Peace in about 2 minutes. Shazam!

Classification



Never again separate your documents before scanning them if you want. Most of the time, PSIcapture can be trained to automatically identify and separate documents, negating the need for pre-scan separation—a HUGE time waster! It is interesting to note that this is the most requested capability for Advanced Capture products, and we just give it away for free, if you pay for everything else you need.

eMail Capture



Companies can effortlessly have emails and their attachments automatically ingested, processed, and migrated to any number of final destinations. Super-simple to set up for administrators, and no end-user training required.

Table Extraction



Want your software to automatically identify rows and columns in documents; you know, the "stuff" about the "things" you ordered? We can teach PSIcapture to extract each row as an individual record and post it to any number of places, including a database or an accounting system for easier, faster processing. We can also push the individual index fields and images to other places, at the same time, as well. Bankers and Accountants...you're welcome!

PSIfusion



Our HTML5-friendly (Read: "Web-Browser-Neutral,") team-driven Indexing and Quality Assurance solution. For really large teams of people needing to work together, or far-flung teams with assets on the go, this is a really great way to assure those documents get processed quickly and easily. Remember, there is no "i" in team, but there are 2 in PSIfusion.

Work the way you want with PSI**capture**.

About PSIGEN Software, Inc.



PSIGEN is the innovative leader in advanced capture applications dedicated to helping companies automate document processing by extracting data and utilizing it to name, index, format and route documents along the electronic path to storage. The lasting result is a more productive end user, using fewer mouse clicks and keystrokes, accomplishing complex and powerful document workflows. Our largest customers include service providers, business process outsourcers and major corporations.

We have significant customer concentrations in financial services, healthcare, manufacturing, retail and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers and document management software vendors.